



Job title	<i>Information Technology (IT) Support Technician</i>
Reports to	<i>Information Technology (IT) Manager</i>

Job purpose

Incumbent serves as the IT Support Technician for the IT department. Initially, under close supervision, he/she will learn and perform a limited number of duties of increasing complexity to include supporting help desk infrastructure needs, providing end user education and services, and other related work, as required. Assignments at this level typically focus on communication, maintenance, and troubleshooting of equipment. Incumbent performs a broad range of duties involving complex and complicated considerations and problems. Incumbent works according to established procedures of the IT department, exercising judgement in identifying and resolving computer problems, and setting project priorities.

Duties and responsibilities

- Receives and responds to calls for assistance with hardware, software, operating systems, printers, and telephones to include performing diagnostics, identifying problems, making minor repairs, or contacting appropriate vendors for service, as needed.
- Serves as first line of support for staff issues, and escalates support incidents to other staff members, as necessary.
- Performs a variety of administrative duties, as assigned or as needed. Examples could include compilation of reports, scheduling site visits, maintaining archives, and coordinating shipping and receiving.
- Coordinates and supports audio and video equipment in meeting rooms, as needed by staff.
- Monitors and maintains equipment assets, asset tracking systems, and maintenance contracts. Works with vendors to request estimates and availability.
- Installs and configures personal computers, mobile devices, and software, as needed.
- Provides knowledge, courteous technical support, and training to users in solving problems. Follows up on outstanding requests to ensure timely resolution.
- Maintains knowledge base and other resources for information sharing. Maintains current knowledge related to information technology (IT) systems. Attends professional development workshops, training, and education, as required.
- Assists other technicians in supporting client operating systems and software, and in developing and supporting standardized builds and procedures.
- Investigates problems with equipment using basic diagnostic tools and practices.
- Adds and removes user accounts. Assigns authentication credentials and authorization levels.
- Performs other related duties, as assigned or needed.

Qualifications

- Associate's degree in Information Technology or a closely-related field. Will consider candidates with technical work experience or completion of a professional IT certification.
- Experience with troubleshooting common PC and mobile device operating systems issues.
- Ability to effectively communicate orally and in writing in regards to complex concepts involving computers with co-workers, other City of West Lafayette personnel, vendors, and the public, while maintaining sensitivity and professional ethics.
- Ability to provide public access to, or maintain confidentiality of, department information and records according to state requirements.
- Ability to comply with all employer and department policies and work rules to include, but not limited to, attendance, safety, drug-free workplace, and personal conduct.
- Ability to work independently with minimal supervision and with others in a team environment.
- Ability to work on several tasks at the same time and occasionally under time pressure.
- Ability to understand, memorize, retain, and carry out written or oral instructions, and present findings in oral or written form.
- Ability to plan and lay out assigned work projects, work on several tasks at the same time, and complete assignments effectively amidst frequent distractions and interruptions.
- Ability to serve on 24-hour call and respond swiftly, rationally, and decisively to emergency situations.
- Possession of a valid driver's license and demonstrated safe driving record.
- Positive and friendly attitude. Eagerness to learn.

Work Schedule

Monday – Friday, 8:00am – 4:30pm.

Working conditions

Incumbent performs duties in a standard office environment at all City of West Lafayette locations.

Physical requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to utilize close vision, color perception, hearing sounds/communication, handling/grasping/fingering objects, and occasionally lifting/carrying objects weighing less than 50 pounds, crouching/kneeling, reaching, bending, and working in awkward positions and in confined areas. Incumbent works with electrical components and must take safety precautions to avoid injury to self or others.

Approved by:	<i>Monica Wontor, Human Resources Manager</i>
Date approved:	<i>03/23/2020</i>
Reviewed:	<i>10/01/19; 12/31/2019; 03/23/2020</i>